



## Regulatory Measures

### Urdu Version of PTA Website Launched

For the facilitation of general public and telecom users, PTA on 17<sup>th</sup> March 2010 launched the Urdu version of its official website on Internet. The website was inaugurated by Advisor to the Prime Minister on IT, Sardar Muhammad Latif Khan Khosa in a ceremony held at PTA Headquarters, Islamabad. Chairman PTA, Dr. Mohammed Yaseen, Member (Finance) PTA, Syed Nasrul Karim Ghaznavi, Member (Technical) PTA, Dr. Khawar Siddique Khokhar were also present on the occasion.

This new Urdu version of PTA website contains the same contents of the English version converted into simple Urdu language with similar layout and design. This step has been taken in view of providing online information to those internet



users who are generally less-educated in web-surfing or less-familiar with English language. Now, they would also be able to enjoy the same facility and could access the online available information regarding PTA activities, decisions, policies, Consumer Protection regulation and Complaint Management System through a simple click. The users would also be able to access various online services of PTA. A special CMS (Content Management System) has also been developed for this website to integrate the new consumer complaint system with the telecom operators. Besides, SIM Information System 668, Blocking of Stolen handsets through IMEI number, Telecom Sector Indicators and other such services would also be available on Urdu version of PTA's website.

Addressing the inaugural ceremony, Advisor on IT & Telecom, Sardar Muhammad Latif Khan Khosa appreciated PTA efforts for achieving remarkable progress in the telecom sector of Pakistan. He valued the efforts put in by PTA to execute its notion of facilitating the telecom consumer by introducing new platforms. He said that this new edition of PTA website would embark a new horizon of telecom information dissemination to the people of Pakistan. While briefing the Advisor to the Prime Minister on structure, scope and achievements made by PTA the chairman said that PTA believes that lack of local language content is one of the main hurdles behind the proliferation of Broadband Internet services in Pakistan. The launch of Urdu version of PTA website is a major landmark in the Internet history of Pakistan where PTA has marked itself as the first-ever governmental organization to introduce full-content version of website in Urdu. This also demonstrates PTA's effort to encourage local content in order to bring Internet nearer to the people.

### **Special Program Launched for the Promotion of ICT Sector of Pakistan**

PTA launched a special program for the promotion of Information Communication Technologies (ICT) Sector of Pakistan in a ceremony held at PTA Headquarters, Islamabad on 23<sup>rd</sup> February 2010. The ceremony was graced by the Advisor to the Prime Minister on IT, Sardar Muhammad Latif Khan Khosa who formally inaugurated the PTA program. Parliamentary Secretary Interior, Capt (R) Rai Ghulam Mujtaba Kharal, Secretary Cabinet Division, Mr. Abdul Rauf Chaudhry, Secretary IT & Telecom, Mr. Naguibullah Malik, Chairman PTA, Dr. Mohammed Yaseen, Member (Finance) PTA, Syed Nasrul Karim Ghaznavi, Member (Technical) PTA, Dr. Khawar Siddique Khokhar and representatives of IT & telecom industry were also present on the occasion.

Addressing the inaugural ceremony, Advisor on IT & Telecom, Sardar Muhammad Latif Khan Khosa said that the Government is committed to enhancing the quality of manpower in the ICT sector and will continue to provide the





necessary support to industry and the academia. He appreciated the efforts of PTA towards proliferation of ICTs in the country. Secretary IT & Telecom on the occasion said that Government is committed to support the ICT sector by taking required policy measures and are targeting to create an environment for the promotion of required content and applications in order to enhance the productivity of our human resource. Also on the occasion Chairman PTA said that today, PTA's main focus is on the development of local content and applications and in this regard has taken number of initiatives to launch and promote new innovative solutions for the betterment of telecom industry and society.

### **Conference on “Promotion of Local Content and Applications”**

In view of the importance of local contents and applications for future promotion of ICT industry and infrastructure, PTA in collaboration with Motorola organized conference on “Promoting ICT Sector” on 25th February, 2010 in Islamabad. Secretary IT & Telecom, Naguibullah Malik, Chairman PTA, Dr. Mohammed Yaseen, Member (Finance) PTA, Syed Nasrul Karim Ghaznavi, Member (Technical) PTA, Dr. Khawar Siddique Khokhar, leading representatives from IT & telecommunication sector and renowned academic & research scholars attended the conference.

The conference was another effort of PTA to provide a conducive platform for Content Developers and leading ICT stakeholders where ideas, applications and latest innovations in this important field could be discussed. A total of nine (09) content providers demonstrated their latest applications which were received with tremendous response by the participants. To understand the challenges faced by telecom industry in terms of high cost of ownership and expenditures and facilitate the promotion of ICT in the country, this conference proved to be a huge success.



Addressing the conference, Secretary IT & Telecom said that for the promotion of ICT sector in Pakistan, there is an acute need of bringing consensus among the Government, IT Industry, Telcos and academia to map out effective strategies for the best utilization of available opportunities in this sector. In this regard, he appreciated this initiative of PTA for providing an important platform for some constructive dialogue and discussion. Chairman PTA, Dr. Mohammed Yaseen said that the key issue in further development of data segment is non-availability of local contents and applications which can contribute towards formulation of ICT-based economy. He invited all the stake holders to join their hands with PTA in order to bring about spectacular growth in the ICT sector as well as to enhance their own business in the market.

### **PTA Awards Gold Medals to the Winners of Best Research Projects on IT & Telecom**

To encourage academia industry partnership in IT & Telecom sector, PTA since 2008 started rewards for students coming up with unique research projects in Information Technology and Telecom disciplines. In this regard PTA recently awarded gold medals with cash prizes to 12 students of various distinguished educational institutes of the country for the best research

projects on IT & telecom for the year 2009. Secretary Cabinet Division, Abdul Rauf Chaudhry presented gold medals to the winners of the competition during a ceremony held at PTA Headquarters. Chairman PTA, Dr. Mohammed Yaseen, Member (Finance) PTA, Syed Nasrul Karim Ghaznavi, Member (Technical) PTA, Dr. Khawar Siddique Khokhar were also present on the occasion.

Addressing the ceremony, Secretary Cabinet Division said that PTA has taken this initiative proactively which should be appreciated and followed by the whole telecom industry especially by the operators to take maximum advantage from the research work of these young scholars. Chairman PTA in his address said, intense local research activities are need of the hour to sustain previous growth patterns. The linkage program would be helpful in creating a strong industry-academia relationship enabling us to understand the views of researchers regarding pertinent issues faced by the industry.

The event was attended by faculty members of the universities, parents of the awardees and representatives of the industry.



### PTA Consumer Forum AT Lahore

Pakistan Telecom Authority organized a Telecom Forum “Together for Consumer Rights” on 15<sup>th</sup> October 2009 at Lahore. Mr. Naguib Ullah Malik, Secretary IT & Telecom was the chief guest while Chairman PTA, Dr. Mohammed Yaseen presided over the Forum. Member (Technical) PTA, Dr. Khawar Siddique Khokhar, renowned poet Mr. Amjad Islam Amjad, representatives of Lahore Chamber of Commerce, Cellular Mobile and Fixed Line sectors, telecom consumer groups, academia and the media community also participated in the event. President Pakistan Consumers Association, Kokab Iqbal and representatives of Cellular, Fixed Line and Broadband Services gave presentations during the Forum.

Telecom consumer related issues and difficulties faced by telecom users in general were discussed in addition gathering was informed about the initiatives and measures taken by PTA. The Authority also formally launched the SIM information system on this occasion.



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While talking on the Forum, Mr. Naghuib Ullah Malik appreciated the "SIM Information System - 668" initiative taken by PTA and said that it is crucial to safeguard our communication systems so that they don't fall into the wrong hands and for that purpose this new system will play an effective role.

Addressing the consumer forum Chairman PTA, Dr. Muhammad Yaseen said that the Authority is cognizant of telecom consumer's needs and taking number of steps to facilitate them in resolving their issues. In this regard PTA has revamped complaint handling mechanism of mobile companies, PTCL and other telecom operators. He also highlighted the growth taken place in the sector over last few months.



## **Towards a Well Documented Mobile Industry.....**

### ***'Launch of SIM Information System - 668' and other initiatives***

Pakistan Telecom Authority is working towards documenting the telecom sector in order to curb unsocial practices and form an organized sector. In this regard number of initiatives that have taken place during the reported period are mentioned here;

Pakistan Telecommunication Authority (PTA) launched a new service named "SIM Information System - 668" to enable the mobile subscribers to know the total number of SIMs issued against their respective CNIC number with each mobile operator. The service was inaugurated by Secretary IT & Telecom, Mr. Naguib Ullah Malik at PTA's telecom consumer forum in October 2009.

With this system in place every mobile user can now know number of SIMs issued against his/her CNIC with the mobile company by sending his CNIC number (without dashes and spaces) to 668 through SMS. Rs.2/- will be charged on each SMS which is inclusive of all taxes. In case of unauthorized numbers against his CNIC, a consumer can get the data corrected from the concerned mobile operator's Customer Services Center. The unauthorized SIM owners will be advised to register the SIM in their names within seven days of notification from concerned Customer Services Center otherwise their calling facility will be stopped after thirteen days and the SIM will be completely blocked after



seventeen subsequent days of the issuance of notice. This service will help in streamlining the data of mobile phone users. It is a robust, secure and efficient system to store a record size of approx 100 Million subscribers'. The system ensures proper



data integrity mechanism while answering back to multiple queries at a specific time. Since the launch of “SIM Information System 668”, more than 10.8 million requests have been entertained by the system while 10% of them have visited Customer Services Centers (CSC) of mobile operators for the correction of their data.

Pakistan Telecommunication Authority (PTA) going further in documenting the mobile subscribers, has introduced an online facility for overseas Pakistanis in order to get their SIMs data regularized or to block the extra SIMs/connections issued against their Computerized National Identity Card (CNIC). An analysis of web queries revealed that around 60% of the total web queries were being made by Pakistani community living abroad. This automated facility has been made available on the websites of PTA and all cellular mobile operators. Overseas Pakistanis can now visit PTA's Website [http://www.pta.gov.pk/668/sim\\_info\\_overseas.html](http://www.pta.gov.pk/668/sim_info_overseas.html) to resolve this issue. Written requests of overseas Pakistanis are also being received to facilitate them in lodging their complaints and getting extra SIMs removed against their CNICs.

The Authority has now removed the condition of CNIC copy being provided by the consumers in order to facilitate both CSCs/franchisees and consumers to handle and process maximum number of complaints in short span of time. Consumers are now required to fill the undertaking form prior to which they have to show their original CNIC to the representative of CSC/Franchisee. The irregular SIMs registered against complainant CNIC shall then be immediately removed from his/her name. In view of difficulties of consumers of far

flung areas to approach Customer Services Centres, designated franchisees of each mobile company were also permitted to only receive the complaints pertaining to “668” and forward the same to concerned company for correction/deletion/regularization of SIM data, as the case may be. Furthermore, an optional permission to mobile operators is also being given to allow online facility to correct the customers' antecedents and get the SIMs registered in their names through the procedure of “Activation of SIMs After Verification 789” by calling the helpline of respective mobile company. However, this facility is only meant/valid for those SIMs on which at least one warning SMS for correction of antecedents has been received.

### **Pakistan Telecom Authority Ensuring Quality of Service (QoS)**

While working on ensuring quality of service(QoS) in the the mobile industry PTA has taken number of initiatives detailed as under:

Pakistan Telecommunications Authority (PTA) has formulated two sets of Key Performance Indicators (KPI's) to improve and monitor the QoS of “Fixed Broadband” and “GPRS/EDGE” networks. The objective of introducing these KPIs is to create transparency and set monitor-able standards in fixed broadband and GPRS/EDGE services. Extensive consultations with the relevant operators and stakeholders were carried out for the development of these QoS parameters. The KPIs were finalized after discussing the varying views in detail with all concerned bodies which were incorporated in the final version. The document has also been made available on PTA's website ([www.pta.gov.pk](http://www.pta.gov.pk)).

In order to gauge the QoS being offered to Pakistanis travelling abroad, PTA conducted a pilot International Roaming (IR) QoS in 2006-07 through Optiwave Technologies (OWT). The successful experience pushed the regulator to carry out another in-depth survey for having reasonably sampled statistics (through testing of countries frequently travelled by Pakistanis) of parameters including billing error rate, voice quality, CLI display and call completion ratios and SMS delivery and corresponding delays. With the test reports PTA expects to figure out un-served frequently travelled countries by an operator (s), countries served unsatisfactorily by individual operator, possible grey traffic carrying operators/countries and over charging to a customer.

All these tests are being performed according to international standards. Till now the OWT has completed all the requirements and has submitted its recommendations for rationalizing of International Tariff.

On the basis of recently concluded Quality of Service (QoS) Survey of mobile phone operators, Pakistan Telecommunication Authority (PTA) issued Show Cause notices to five mobile phone operators of Pakistan. PTA conducted this survey throughout the last year and shared results of first three quarters with the operators with directions to improve their services. The final comprehensive survey was conducted in the fourth quarter of 2009. A reasonable time was also given to them, so that they can improve their network performance. However, it was found that all mobile operators failed to achieve the desired results. As a result, PTA issued show cause notices to all mobile companies for failing to maintain the quality as per the license conditions.

### **Showcause Notice Issued to PTCL**

A survey was conducted across Pakistan including major and small cities and rural areas from August to October 2009 along with the PTCL representatives on a mutually agreed survey methodology. PTA, informed PTCL about its poor Quality of Service and had directed to improve the quality as per license conditions, however, no improvement made therein despite ample time provided to PTCL after completion of survey. As a result, show cause notice was served to initiate the proceedings against the licensee as per rules. PTA has given 30 days time to PTCL to submit the reply. Based on the outcome PTA, under the Telecom Act, reserves the right to proceed legally. It may be mentioned that this is the first instance of PTCL being show caused on account of poor quality of service which clearly shows the PTA's resolve for not compromising on sub-standard services to the telecom consumers.

### **Ufone Fined Rs. 150 Million On Violating SIM Verification SOP**

In order to curb anti social practices and assist government in restraining terrorist activities, the Authority in cooperation with NADAR and Mobile operators have implemented a 789 facility for SIM verification. Under the new system all new SIMs issued are required to be verified by the operators by using NADRA's databases before activation and this system works according to approved SOPs given to all mobile operators.

A SIM issued by Ufone was traced back to be involved in terrorist attacks on Lahore in December. When the matter was enquired it was confirmed that the SIM was issued and activated in violation of the SOPs; whereby a call centre agent overlooked a wrong answer when subscriber at the other end responded to the specific questions by giving inaccurate mother's name.

Ufone was called for hearing and it admitted and regretted the contravention on the plea that the company is issuing 25,000 connections a day and is trying its best to minimize errors.



The Authority on extending a help and accepting the breach of rules by Ufone, showed soft corner and imposed a fine of only Rs. 150 million. The amount is to be paid within 30 days of issuance of the order. In case of failure to deposit the amount all permissible means including filing of a recovery petition, would be taken to recover the fine.

### **PTCL and DSL Operators Signed Interconnect Agreement for Provisioning of Broadband Services**

The interconnection agreement between the DSL operators and PTCL was pending for last couple of months and PTA had been making efforts to resolve the issues raised by both the parties, on mutually agreed terms. These issues include permissibility to DSL operators to lease bandwidth from other private operators, laying of fiber in PTCL collocation sites,

prices and discounts offered by PTCL for domestic and international bandwidth and provisioning of VPN services. PTA resolved the matter by carrying out detailed consultation with PTCL and DSL operators in series of meetings.

PTCL and DSL Operators finally signed a DSL interconnection agreement for provision of broadband services under the auspices of Pakistan Telecommunication Authority (PTA) on 30<sup>th</sup> October 2009. Under this agreement, DSL operators will now have a choice to acquire IP bandwidth from any other operator in addition to PTCL which will enable DSL operators to offer broadband services at competitive tariffs. It is believed that broadband tariffs will be reduced significantly. This would not only attract new broadband subscribers but would also motivate dialup users to shift to broadband services thereby increasing the broadband penetration in Pakistan.



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### **Agreement on Local Internet Peering Signed**

In a joint ceremony held at Pakistan Telecommunication Authority (PTA) Headquarters on 1<sup>st</sup> July 2009, PTCL and Trans World Associates (TWA) signed an agreement on establishment of local Internet peering for routing of domestic email and Internet traffic. This arrangement will bring cost efficiency vis-à-vis international IP bandwidth by restricting local internet traffic within the country. Considered as a major step towards Information Communication Technologies (ICT) revolution, the arrangement will also have an indirect impact on proliferation of local internet content development in the country.





### Open Skies Policy for Satellite Services

In 2004 PTA repealed the Satellite Registration Regulations, after which the requirement of the registration of foreign satellites, providing services in Pakistan and the registration fee both were waived-off. As a result there has been a wide variety of satellite services available in Pakistan, and open competition has resulted in lower prices for the customers. PAKSAT requested PTA to review its decision on the open skies policy. Since, government is investing heavily in completing the PAKSAT 2 Satellite which is about to be launched in 2011. PTA has made following recommendation:

- i) To meet requirement of PAKSAT and protect our investments in PAKSAT 1R, Pakistan should gradually adopt open skies policy for Geo-stationary satellite networks.
- ii) The completion of the satellite coordination with PAKSAT and the satellite service provision on reciprocal basis will be included in the registration regulations.
- iii) To move to open skies policy, PAKSAT must carryout assessment of services available with them versus the potential demand. If they have the capacity to meet the current and future demand, closed skies policy will be formally adopted.

### Grey Traffic

Grey traffic is a menace where PTA is making utmost efforts to overcome it. The deployment of Monitoring & Reconciliation of International Telephony Traffic (M&RITT) facility at PTA has been a landmark achievement in the campaign against illegal traffic operators. In light of M&RITT analysis, PTA in collaboration with FIA carried out raids against those involved in illegal telecom activities i.e. “Grey Trafficking” and “Sale of pre-active SIMs”. During the last two quarters, a total of twenty four (24) raids have been carried out, out of which twenty (20) raids were against illegal call termination whereas four (04) on pre-active SIM sellers. The raids were mostly in the areas of Islamabad, Lahore, Karachi, Peshawar, Quetta, Mansehra and Batgaram.

PTA has also blocked huge number of IP's involved in carrying illegal traffic which were causing severe loss to the Government and industry. Apart from this, analysis of heavy callers data continued with great success resulting in detection of several cases of illegal termination. A total number of 5000 SIMS & IMEIs have been blocked so far.

### Approval of PTCL Tariff Proposals

During the quarter under review, PTCL submitted a number of tariff proposals to Authority for approval. These packages included special packages for stimulating demand and utilizing the idle capacity in high ARPU urban areas of Karachi and Lahore. PTCL also submitted various rural packages to offer telecommunication services in rural areas of Pakistan at subsidized rates.

### No Harmful Effects of Telecom Towers Survey

Pakistan Telecommunication Authority (PTA) along with Frequency Allocation Board (FAB) recently conducted an extensive survey in major cities of the country including Azad Jammu & Kashmir (AJK) to check the omission of power level from transmitters and receivers of Base Transceiver Station (BTS)/Tower installed by mobile companies. The survey was carried out with the help of special tool/equipment in 11 cities across the country including Karachi, Hyderabad, Lahore, Faisalabad, Mirpur, Muzaffarabad, Peshawar, Abbotabad, Quetta, Rawalpindi and Islamabad. The results of this survey showed that power level of all BTS surveyed was much below the prescribed limits and in line with the policy directives of Ministry of Information Technology & Telecommunication (MoIT&T) and according to the World Health Organization (WHO) and International Commission on Non-Ionizing Radiation Protection (ICNIRP) guidelines.

### PTA and SBP to formulate Third Party Mobile Banking Regulations

PTA and State Bank of Pakistan (SBP) have agreed to formulate “Third Party Mobile Banking Regulations”. Chairman PTA Dr. Mohammed Yaseen met Governor SBP Syed Salim Raza at State Bank of Pakistan, Karachi. Heads of the two regulators discussed the proposed Regulations originally drafted by PTA and announced a “Joint Regulatory Committee”. The primary objective of this collaboration is to develop a unified regulatory framework, since mobile banking engrosses both financial institutes and mobile phone operators.

During the discussion, Chairman PTA highlighted salient features of draft regulations including operators' obligations, arrangements between operators and financial institutes and Dispute Settlement Mechanism. Governor State Bank appreciated this initiative by PTA and considered it an important development for the banking and telecom sectors of the country.

At the end of the meeting during a joint statement, both regulatory heads endorsed the proposed “Third Party Mobile Banking Regulations” and aimed to continue mutual coordination for setting up a fair and non-discriminatory regulatory framework for the mobile banking service providers.

### First SMS-based Secure Mobile Payments Initiative launched

PTA's regulatory initiatives have been revolutionary to achieve phenomenal growth and bring home latest services. Continuing the trend, PTA has helped expand a new arena of financial services for consumers to interact via a protected and patent channel. At August 11, 2009, Pakistan's first SMS-based Secure Mobile Payments Technology was inaugurated by Chairman PTA, Dr. Mohammed Yaseen at an event hosted by AKNMTECH, a Mobile Value Added Services Provider. As Pakistan's telecommunication industry continues its steady march towards growth and prosperity, this technological initiative is designed to enable more than 97 million mobile consumers to interact with their respective financial institutions and conduct mobile transactions in a simple, reliable and secure form.

### Intel Collaborates With PTA and NADRA to Provide Employment Opportunities to the Unemployed

Intel Pakistan Corporation in collaboration with the Pakistan Telecommunication Authority (PTA) and National Database & Registration Authority (NADRA) launched a program “Apna Karobar” to provide employment opportunities to the unemployed people & increase IT and PC Penetration in the country on August 12, 2009. The program offers a low cost





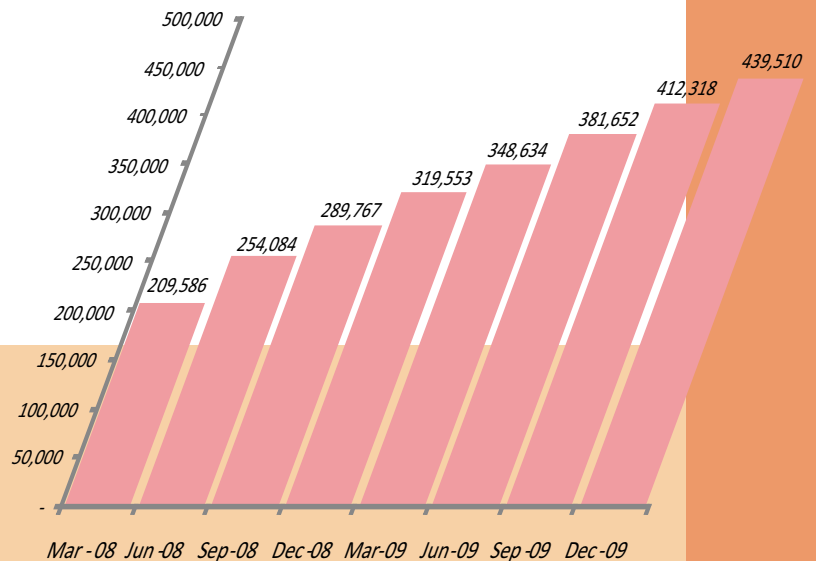
Telecentre starting from PKR 33,000. This scheme will entitle individuals to earn a decent livelihood by introducing and extending ICT based solutions. This collaboration will result in enhancing IT awareness and PC penetration in the country with ample opportunities for the unemployed to start their own businesses.

### Progress on IMEI System for Blocking mobile Handsets

A combined financial analysis of mobile In order to tackle the menace of handset theft in the country, PTA on 30th September 2006 successfully implemented a central IMEI based system across the country for blocking the mobile handsets which have been theft or stolen. PTA made these arrangements through concerted efforts, and industry consultation and cooperation.

The graph shows Quarterly trend of the blocked mobile handsets. An increasing trend in the blocking is itself a proof of the success of the system. The number of mobile handsets which have been blocked till 31<sup>st</sup> December 2009 is above 439,510. Similarly, more than 26,992 handsets have been unblocked; the quarterly addition in the number of unblocked handsets is also increasing. The complaints for handset thefts have been registered from throughout the country.

Progress on IMEI System for Blocking Mobile Handsets



### Combined Financial Analysis of Mobile Companies

A combined financial analysis of mobile operators for the year 2007-08 was carried out to compare the performance of Mobilink, Telenor, Ufone, Warid, and CMPak. The analysis highlighted strengths and weaknesses of every operator as compared to their competitors and allowed insight into understanding the financial performance of CMOs.

It is encouraging to notice that the telecom sector of Pakistan is still growing in terms of its subscriber base. The operators are engaged in price war to increase their market share. Over the years, the call charges have decreased drastically and this trend is continuing. However, each operator has adopted a different avenue of growth for themselves.

During the year 2008-09, all operators except Ufone incurred 'Net losses' due to economic crunch and competition in the market. Few reasons of the mobile sector having negative margins is that the mobile operators are facing high borrowing cost, increasing cost of debt servicing on borrowing and exchange rate losses due to depreciation of Pak Rupee. Moreover, CMOs are absorbing subscriber's acquisition costs (i.e. activation tax) of Rs.250 and offering free minutes etc. which in turn is hampering their ability to make profits. It has also been reported that due to free minutes offering on new SIMs market participants keep on buying new SIMs instead of retaining a number which in turn increases the CMOs cost. This needs to be addressed going forward, as the market needs to turn its focus from increasing subscribers and win back promotions to increasing their ARPU.

### Training the Staff

In view of the importance of IT in official and everyday matters, PTA conducted advanced IT training to enhance the IT skills of its officials including lower cadre staff. 175 officials at PTA Headquarters and Zonal Offices have been trained under this

program. Advanced IT Training Program 2009 covered training areas such as basic programs, network, trouble shooting, MS office, software and advanced applications.

In this connection, an award ceremony was held at PTA Headquarters in November, 2009. Chairman PTA Dr. Mohammed Yaseen, distributed certificates among the position holders of this training program. Member (Finance) Syed Nasrul Karim Ghaznavi, Member (Technical) Dr. Khawar Siddique Khokhar and senior officers of the Authority were also present on this occasion. Earlier in 2008, PTA arranged Basic IT Training Program 2008 for its staff members covering word processing, spread sheet, multimedia etc.

### **Emergency Exit Drill**

In view of prevailing law and order situation of the country, the Cabinet Division issued a notification to all Regulatory Authorities, including PTA, to carryout exit drills so that in case of any emergency, safe evacuation of employees may be ensured by following foolproof strategy. Following the said directive, PTA carried out a successful and well coordinated exit drill of its employees at PTA, Headquarters on 24<sup>th</sup> December 2009.

Instructions regarding safe escape routes and other measures to be taken at the time of drill were already communicated to the PTA employees. Alarms were fixed at all the floors and were made functional to carry out the drill. All the staff/officers present in the building were evacuated safely and fire fighting exercise was carried out after the complete evacuation of the premises. It was done in coordination/consultation with District Administration and other related departments.

